# CHARTER FIBERLINK SC-CCO, LLC

**Betty Sanders** Director Regulatory Affairs Direct: 314-288-3259 Email: betty.sanders@chartercom.com

January 19, 2010

#### FILED ELECTRONICALLY

Mr. Charles Terreni, Chief Clerk Public Service Commission of South Carolina Synergy Business Park 101 Executive Center Drive Columbia, South Carolina 29210

RE:

Charter Fiberlink SC-CCO, LLC Revised Tariff Filing

Dear Mr. Terreni:

Attached please find electronic tariff revisions filed to Charter Fiberlink SC-CCO, LLC's ("Charter") Tariff(s) No. 3. The following tariff pages listed below carry an effective date of February 1, 2010:

28th Revised Page 2 6<sup>th</sup> Revised Page 46 3<sup>rd</sup> Revised Page 32 Original Page 46.2

8<sup>th</sup> Revised Page 33 13<sup>th</sup> Revised Page 50

7<sup>th</sup> Revised Page 53

In this filing, Charter has updated Operator Services for residential and business customers and has added Refer-A-Business program for business customers.

Questions regarding this filing may be directed to me at 314 288-3259 or to Sheerie Green at 314 288-3327.

Sincerely,

#### **Check Sheet**

The pages listed below, which are inclusive of this tariff, are effective as of the date shown at the bottom of the respective page(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date indicated below.

Page	Revision	Page	Revision
1	Original	31	7 <sup>th</sup> Revised
2 3	28 <sup>th</sup> Revised*	31.1	Original
	2 <sup>nd</sup> Revised	32	3 <sup>rd</sup> Revised*
4	1 <sup>st</sup> Revised	33	8 <sup>th</sup> Revised*
5	Original	33.1	4 <sup>tr</sup> Revised
6 7	Original	34	8 <sup>th</sup> Revised
	1 <sup>st</sup> Revised	35	3 <sup>rd</sup> Revised
8	1 <sup>st</sup> Revised	35.1	4 <sup>th</sup> Revised
9	Original	35.2	1 <sup>st</sup> Revised
10	3 <sup>rd</sup> Revised	36	2 <sup>nd</sup> Revised
11	3 <sup>rd</sup> Revised	37	3 <sup>rd</sup> Revised
12	4 <sup>tn</sup> Revised	37.1	1 <sup>st</sup> Revised
13	2 <sup>nd</sup> Revised	38	3 <sup>rd</sup> Revised
14	Original	39	4 <sup>th</sup> Revised
15	Original	40	2 <sup>nd</sup> Revised
16	Original	41	2 <sup>nd</sup> Revised
16.1	Original	42	2 <sup>nd</sup> Revised
16.2	Original	42.1	Original
17	1 <sup>st</sup> Revised	43	2 <sup>nd</sup> Revised
18	1 <sup>st</sup> Revised	44	3 <sup>rd</sup> Revised
19	3 <sup>rd</sup> Revised	44.1	Original 2 <sup>nd</sup> Revised
20	3 <sup>rd</sup> Revised	45	2 <sup>nd</sup> Revised
21	Original	46	6 <sup>th</sup> Revised*
22	2 <sup>nd</sup> Revised	46.1	Original
22.1	4 <sup>th</sup> Revised	46.2	Original*
23	4 <sup>th</sup> Revised	47	4 <sup>th</sup> Revised
24	Original	48	1 <sup>st</sup> Revised
25	Original	48.1	2 <sup>nd</sup> Revised
26	Original	48.2	Original
27	1 <sup>st</sup> Revised	49	7 <sup>th</sup> Revised
28	1 <sup>st</sup> Revised	50	13 <sup>th</sup> Revised*
29	5 <sup>th</sup> Revised	51	2 <sup>nd</sup> Revised
30	10 <sup>th</sup> Revised	52	3 <sup>rd</sup> Revised
30.1	2 <sup>nd</sup> Revised	53	8 <sup>th</sup> Revised*
30.1.1	1 <sup>st</sup> Revised	53.1	1 <sup>st</sup> Revised
30.2	3 <sup>rd</sup> Revised	54	1 <sup>st</sup> Revised
30.3	1 <sup>st</sup> Revised	54.1	1 <sup>st</sup> Revised
30.4	Original	55	Original

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<sup>\*</sup>New/Revised this filing

# Charter Fiberlink SC-CCO, LLC Local Exchange Services Tariff

SC PSC TARIFF No. 3 3<sup>rd</sup> Revised Page 32 Replaces 2<sup>nd</sup> Revised Page 32

Name	Description	Maximum Monthly Charge	
Call Waiting with Caller ID	Identifies incoming calls via an audible signal while on a call and displays incoming caller information (Must have a Caller ID capable phone or display unit) (Customer must subscribe to Call Waiting and Caller ID)	N/C	
Caller ID Blocking	Allows subscriber (customer) to block the display of their name/number to the person they are calling on a per call basis.	N/C	
Custom Ring	Provides the customer the ability to have a list of up to twelve telephone numbers in order to differentiate the callers on the list from other callers	\$4.55, per month	
Distinctive Ring	Allows for two distinct phone numbers on one telephone line. Private Number Service may also apply at tariffed rates.	\$4.55, per month	
Selective Call Acceptance	Limits incoming calls up to 12 designated numbers and auto-routes all other incoming calls to a recorded message	\$ 5.20, per month	
Speed Dial 8	Allows one-digit keypad dialing for up to 8 frequently dialed numbers	\$3.60, per month	
Speed Dial 30	Allows two-digit keypad dialing for up to 30 frequently dialed numbers	\$7.80, per month	
3-Way Calling	Allows the customer to add a third party to an existing call and talk to two different parties simultaneously	\$ 3.60, per month	
Auto Call Back	Allows the customer to obtain number information about the most recent incoming call and offers an automatic call back option. (IntraLATA Calls only)	\$ 2.00 per use (\$ 20.00 maximum per month)	(T) (T)
Auto Busy Redial	Permits the customer to automatically redial the last dialed busy number (IntraLATA Calls only) (IntraLATA Calls only)	\$ 2.00 per use (\$ 20.00 maximum per mo)	(M)   (M)

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Charter Fiberlink SC-CCO, LLC Local Exchange Services Tariff

SC PSC Tariff No. 3 8<sup>th</sup> Revised Page 33

(N)

Replaces 7<sup>th</sup> Revised Page 33

# 4.4 Other Services and Charges

Name Description **Maximum Monthly Charge** (M)(M)Suspension Service Allows a telephone account \$19.50 per number, to remain active while suspending per month service for 3, 4, 5 or 6 consecutive months (Only one time per calendar year) Non-Listed Number\* Number listed with Directory \$2.60, per number, Assistance but not in the telephone per month directory Non-Published Number\* Number not listed with Directory \$3.25, per listing. Assistance or in the telephone per month Directory Operator Services\*\*\* Operator dialed calls to a specific (C) (See Section 4.10) called number, collect, person or station Private Number Service Number not listed by Directory \$10.00 per number, Assistance or in the telephone per month directory. Records secured by Company and not provided to other carriers or publishers. Enhanced Directory\*\* Provides directory assistance and \$2.50 per use Assistance customized information to requested calls. Enhanced Directory Assistance for No charge certified Physically impaired customers

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<sup>(\*)</sup> Effective 2/24/09, these services will be unavailable to new customers. Existing customers who subscribe to these Services will be grandfathered and allowed to retain these services until: 1) service is terminated per customer's request, 2) non pay disconnection of telephone service or 3) the Customer is notified by the Company that the grandfathered service has been discontinued.

<sup>(\*\*)</sup> Directory Assistance Service is being replaced by Enhanced Directory Assistance Service as of July 9, 2007. (\*\*\*) Local Operator Services are provided by the Company via a contractual agreement through a third party vendor. Rates Per call are given upon request and are as quoted by the operator.

SC PSC Tariff No. 3 6<sup>th</sup> Revised Page 46

Replaces 5<sup>th</sup> Revised Page 46

## 5.7.3. Other Services and Charges

Name	Description	Maximum Charge	
Additional White Page Listing	Additional white page listings for telephone numbers on the same account.	\$ 6.50, per number, per month	
Additional Yellow Page Listing	Additional directory listing in yellow pages for additional telephone numbers on the same account.  Limit one listing per telephone number.	\$ 6.50, per number, per month	
Busy Line Interrupt	Operator assisted interruption of a busy telephone line	\$ 26.00, per use	
Busy Line Verify	Operator assisted verification of a busy telephone line	\$ 26.00, per use	
Enhanced Directory Assistance (*)	Provides directory assistance and customized information to requested calls.	\$ 2.50 per use	
	Physically Impaired Customers	N/C	
Non-Listed Number(**)	Telephone number not listed in Directory but, available via 411 information	\$ 5.20, per number, per month	
Non-Published** Number	Telephone number not listed in directory or available for 411 Information	\$ 6.50, per number, per month	
Operator Services(***)	Operator Assisted Calls in dialing a local number, 3 <sup>rd</sup> number, collect call		(C)
Private Number Service	Number not listed by Directory Assistance or in the telephone directory. Records secured by Company and not provided to other carriers or publishers.	\$10.00 per number, per month	
Seasonal Suspension	Allows a telephone account to Remain active while suspending Service for up to 3, 4, 5, or 6 Consecutive months. Only 1 allowed Per calendar year.	\$ 13.00 per line per month	

<sup>(\*)</sup> Directory Assistance Service is being replaced by Enhanced Directory Assistance Service as of July 9, 2007. (\*\*) Effective 2/24/09, these services will be unavailable to new customers. Existing customers who subscribe to these services will be grandfathered and allowed to retain these services until: 1) service is terminated per customer's request, 2) non pay disconnection of telephone service or 3) the Customer is notified by the Company that the grandfathered service has been discontinued.

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### 5.7.3. Other Services and Charges (Cont'd)

(N)

#### Refer-A-Business Program

The Charter Business® Refer-A-Business program allows existing business customers in good standing to earn credits toward their account by referring new customers to Charter Business®. The new customer being referred must not have been a Charter Business® customer for any service within 120 days of the referral. If the referred customer signs up for Charter Business® services, the existing referring customer will receive a one-time \$50 non-transferable credit toward their account within 90 days of installation of the new service. If the referred customer has services of \$500 monthly recurring revenues or more, the existing customer making the referral will earn an additional non-transferrable one-time credit of \$500 toward their account within 90 days of installation.

The referred customer will also receive a \$50.00 non-transferrable one-time credit on their account. The referred customer is not eligible for the \$500 credit based on monthly recurring revenues and cannot earn multiple credits for being referred multiple times.

Upon cancellation of service for any reason, any unused credits will automatically expire and may not be transferred, assigned or redeemed for cash. All credits will only apply to monthly recurring charges. No credits are applicable to installation or other one-time charges. Any referrals that have not activated service within 120 days of initial contact will not be eligible for this program.

The referrals must be made through the use of the Charter Business® online Refer-A-Business submission form.

(N)

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(N)

#### Appendix A - Current Price List for Residential Services

Section	Service Description	Current Monthly <u>Charge</u>	Current Non-Recurring <u>Charge</u>	
4.3	Selective Call Acceptance*	\$ 4.00		
4.3	Speed Dial 8*	\$ 2.75		
4.3	Speed Dial 30	\$ 6.00		
4.3	Three Way Calling	\$ 2.75		
4.3	Auto Call Back	¥ =¢	\$ .90 per use	
			\$ 9.00 maximum per mo.	
4.3	Auto Busy Redial		\$ .90 per use	
	, <b>,</b>		\$ 9.00 maximum per mo.	
4.4	Add/Change Feature		\$ 5.00	
4.4	Block Collect Calls		NC	
4.4	Block Third Party Calling		NC	
4.4	Block International Long	•		
	Distance Calling		NC	
4.4	Busy Line Interrupt		\$ 20.00	
4.4	Busy Line Verify		\$ 20.00	
4.4	Directory Assistance for		¥ = 5.55	
	Physically Impaired		NC	
4.4	Enhanced Directory Assistance		\$ 1.79 per use	
4.4	Directory Listing Change		\$ 5.00	
4.4	Extended Referral Message		\$ 2.00	
4.4	Non-Listed Number*	\$ 2.60		
4.4	Non-Published Number*	\$ 3.25		
4.4	Operator Assisted Calls**	·		(C)
4.4	Private Number Service	\$ 3.25		` '
4.4	Telephone Number Change		\$ 20.00	
4.4	Toll Restriction		NC	
4.4	Suspension Service	\$ 15.00		
4.4	Non-Sufficient Fund Charge		\$ 25.00	
4.4	Bill Copy		\$ 1.99 per copy	
4.5	New Installation		\$ 30.00	
4.5	Add Telephone Line to		\$ 30.00	
	Active Account			
4.5	Service Dispatch		\$ 45.00	
4.5	Reconnection		\$ 30.00	
4.5	Non Pay Reconnection		\$ 60.00	
4.5	Line Activation for			
	Phone Only		\$ 99.99	
4.5	Transfer of Service		\$ 19.99	

(\*) Appendix B, Please refer to Page 51-Grandfathered Services for Residential Customers. (\*\*)Local Operator Services are provided by the Company via a contractual agreement through a third party vendor. Rates per call are given upon request and are as quoted by the operator.

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SC PSC TARIFF No. 3 8<sup>th</sup> Revised Page 53 Replaces 7<sup>th</sup> Revised Page 53

(N)

(N)

## Appendix C - Current Price List for Business Services

<u>Section</u>	Service Description	M	urrent onthly <u>harge</u>	N	Current Non-Recurring Charge	
	Block Repeat Dialing Selective Call Acceptance Speed Dial 8 Speed Dial 30 Three Way Calling Toll Restriction Block Collect Calls Block Third Party Calling Block International LD Calling Block Operator Services And Directory Assistance Auto Call Back	\$\$\$\$ \$	NC 4.00 2.00 3.00 4.00 NC NC NC NC NC	\$		
	Auto Busy Redial	\$	4.00	\$ \$		
	Call Hold Hot Line	\$ \$	50 50	Ψ	9.00 Maximum per mo.	
5.7.3 Other Se	ervices and Charges					
	Additional White Page Listing Additional Yellow Page Listing Busy Line Interrupt Busy Line Verify Enhanced Directory Assistance Directory Assistance for Physically Impaired		5.00 5.00		5 20.00 5 20.00 5 1.79 per use NC	
	Hunt Group Non-Listed Number* Non-Published Number* Operator Assisted Calls**	\$ \$	1.50 5.00 5.00			(C)
	Private Number Service Seasonal Suspension DID 20 Block DID 100 Block	\$	5.00 10.00 5.00 20.00			

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